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# How do I locate HP resources?

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# Support

## Software and driver downloads

Question	Answer
Where do I find software and driver downloads?	<p>To find software and driver downloads:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. From the Tasks for your selected product menu, select <b>Download drivers and software</b>.</li><li>3. Select your operating system.</li><li>4. Use the scroll bar to select the desired driver or software.</li></ol>

## Customer Advisories, Customer and Security Bulletins, and Customer Notices

Question	Answer
Where do I find Customer Advisories, Customer and Security Bulletins, and Customer Notices?	<p>To find advisories, bulletins, and notices:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select the desired product.</li><li>3. From the Resources for your selected product menu, select <b>See more...</b></li><li>4. Use the scroll bar to select <b>Customer Advisories</b>, <b>Customer Bulletins</b>, or <b>Customer Notices</b>. The selection presents an index of related information.</li></ol> <p>If you do not find an index or an item:</p> <ol style="list-style-type: none"><li>1. Visit HP Support at <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select the desired product.</li><li>3. From the Resources for your selected product menu, select <b>Diagnose problem or Chat (HP Instant Support)</b>.</li></ol>

## Product Change Notifications (PCN)

Question	Answer
Where do I find Product Change Notifications?	<p>To find PCNs:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select your product.</li><li>3. From the Resources for your selected product menu, select <b>See more...</b></li><li>4. Select <b>Product change notification</b> in the scroll list to view the index.</li></ol> <p>If you do not see the desired PCN:</p> <ol style="list-style-type: none"><li>1. Contact HP support by visiting <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select the desired product.</li><li>3. From the Resources for your selected product menu, select <b>Diagnose problem or Chat (HP Instant Support)</b>.</li></ol>

## Support and diagnostic tools

Question	Answer
Where do I find support and diagnostics tools?	<p>To obtain support and diagnostic tools:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select the desired product.</li><li>3. From the Resources for your selected product menu, select the desired support.</li></ol> <p>To expand the index and view all tools, select <b>See more...</b> from the Resources for your selected product menu. Also, select <b>Start &gt; Help and Support</b> on your workstation to see the installed Help and Support Center resources.</p> <p>These support and diagnostics tools are available from HP:</p> <ul style="list-style-type: none"><li>• Active Chat</li><li>• Diagnose Problem</li><li>• Chat (HP Instant Support)</li></ul>

## Business Support Center (BSC)

Question	Answer
Where is the Business Support Center?	<p>Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a> and select your product.</p> <p>The BSC provides access to support tools such as:</p> <ul style="list-style-type: none"><li>• Software and driver downloads</li><li>• Warranty information</li><li>• Single-topic documents</li><li>• Product bulletins</li><li>• QuickSpecs</li></ul>

## IT Resource Center (ITRC)

Question	Answer
Where can I find the IT Resource Center?	<p>Visit <a href="http://itrc.hp.com">http://itrc.hp.com</a> and register for a login if necessary.</p> <p>The ITRC is a searchable knowledge base for IT professionals. Results from a product search typically include content on Customer Advisories (CA), Product Change Notifications (PCN), support content, manuals and white papers.</p>

## HP Authorized Support and Service Provider centers

Question	Answer
How can I locate HP Authorized Support and Service Provider centers?	For the nearest service providers for your HP product and location, visit <a href="http://hp.infonow.net/bin/findNow">http://hp.infonow.net/bin/findNow</a> .

## Business/IT organization help

Question	Answer
How can HP help business and IT organizations?	Visit <a href="http://www.hp.com/hps">http://www.hp.com/hps</a> . This site provides a gateway to the HP Business and IT Services offerings.

## Hardware Support Services and Software Services

Question	Answer
Where can I find Hardware Support Services and Software Service information?	Visit <a href="http://www.hp.com/hps/hardware">http://www.hp.com/hps/hardware</a> . This site provides a gateway to HP hardware and software services information.

## Channel Services Network (CSN)

Question	Answer
Where can Authorized Service Providers find Channel Services Network?	Visit <a href="http://www.hp.com/partners/csn">http://www.hp.com/partners/csn</a> and enter the appropriate login information.  CSN is an internet application that enables HP Service Providers and Sales Order Administrators to order parts, verify warranty information, and research part information.

## Warranty

Question	Answer
How do I find my warranty information, including warranty period, and remaining warranty term?	Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a> . Select your product and select <b>Warranty Information</b> in the Resources for your selected product menu.  To find remaining warranty information, visit <a href="http://www.hp.com/go/bookuptool">http://www.hp.com/go/bookuptool</a> .  To find base warranty information, visit: <a href="http://www.hp.com/support/warranty-lookuptool">http://www.hp.com/support/warranty-lookuptool</a> .  To extend a standard product warranty, visit <a href="http://www.hp.com/hps/carepack">http://www.hp.com/hps/carepack</a> . HP Care Pack Services offer upgraded service levels to extend and expand a standard product warranty.

# Parts

Question	Answer
How do I find replacement parts for my workstation?	<p>To access parts information:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://partsurfer.hp.com">http://partsurfer.hp.com</a>.</li><li>2. Select your country or region.</li><li>3. Select <b>Desktops &amp; Workstations</b>.</li><li>4. Enter your workstation product number (i.e., xw8200) in the model number box and select the icon next to it.</li><li>5. Select the appropriate model number.</li></ol> <p>For information on this site, see the <i>HP PartSurfer User Guide</i> available on this site.</p> <p>To order a specific part:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select your product.</li><li>3. From the Resources for your selected product menu, select <b>Parts information</b>.</li><li>4. Enter the desired part number in the Search by part number box.</li><li>5. Select the icon next to it.</li></ol>

# Documentation

## White papers

Question	Answer
Where do I find white papers for my workstation?	<p>To access HP workstation white papers:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/support/workstation_manuals">http://www.hp.com/support/workstation_manuals</a>.</li><li>2. Select your product.</li><li>3. Scroll to the White papers category and select a white paper.</li></ol> <p>You may also obtain white paper information from the Manual resources:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select your product.</li></ol>

Question	Answer
	<ol style="list-style-type: none"> <li>From the Resources for your selected product menu, select <b>Manuals (guides, supplements, addendums, etc.)...</b></li> <li>Scroll to the White papers category and select a white paper.</li> </ol>

## Features and specifications

Question	Answer
Where do I find features and specifications for my workstation?	<p>To access feature and specification information:</p> <ol style="list-style-type: none"> <li>Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li> <li>Select your product.</li> <li>From the Resources for your selected product menu, select <b>See more...</b></li> <li>Scroll to and select <b>HP product bulletins (QuickSpecs)</b>.</li> <li>Select the appropriate region below the Data Source folder.</li> <li>Select the <b>Workstations</b> folder.</li> <li>Select your workstation.</li> </ol> <p>Note that you may also visit <a href="http://www.hp.com/go/productbulletin">http://www.hp.com/go/productbulletin</a> to obtain features and specifications.</p>

## User documentation

Question	Answer
Where can I find user documentation?	<p>To access user documentation:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/support/workstation_manuals">http://www.hp.com/support/workstation_manuals</a>.</li><li>2. Select your product.</li><li>3. Select a manual.</li></ol> <p>You may also obtain user documentation from the workstation support site:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/go/workstationsupport">http://www.hp.com/go/workstationsupport</a>.</li><li>2. Select your product.</li><li>3. From the Resources for your selected product menu, select <b>Manuals (guides, supplements, addendums, etc.)...</b></li><li>4. Select the desired documentation.</li></ol>

## Operating systems

### Windows XP™ 64-bit operating system

Question	Answer
Where can I find information about the launch and availability/compatibility of Windows XP 64-bit operating system on workstation platforms?	<p>A: Visit <a href="http://www.hp.com/go/64bit">http://www.hp.com/go/64bit</a>.</p> <p>This HP website provides information about the launch and availability/compatibility of the Windows XP 64-bit operating system as used on HP workstations. This site also provides links to HP drivers and to the Microsoft® website.</p>



## Linux and HP

Question	Answer
How do I find out more about Linux and HP?	<p>To learn about Linux and HP:</p> <ol style="list-style-type: none"><li>1. Visit <a href="http://www.hp.com/linux">http://www.hp.com/linux</a>.</li><li>2. Navigate to the Workstations section of the Products category.</li><li>3. Use the compatibility matrix for HP workstations, the software and driver links, and the documentation offerings to select the desired information.</li></ol> <p>This HP website contains information on using the Linux operating system with HP workstations. It presents information on solutions, clusters, services, and a resource center. To access this information:</p>

## Suggestions

To offer suggestions on enhancing the usability of this document or adding content, please contact *FUN-WGBU-TechPubs@groups.hp.com*.

